Important notice and apology to customers who purchase NAS "TeraStation WSS" with Windows Storage Server OS

2020/02/17

In our NAS "TeraStation WSS" with Windows Storage Server OS, it has been found that hard disks errors may be determined to have occurred after Windows Update.
This problem is caused by erroneous detection of a hard disk error, and can be solved by taking corrective action.
We are currently investigating the cause of this problem, and will update the information on the target products and corrective actions.
* There is no data loss due to this problem.

We deeply apologize for any inconvenience this may cause.

Applicable Products

Series		Models
WS5000N6 Series	WS5200DNW6	WS5200DN08W6,WS5200DN04W6,WS5200DN02W6
	WS5400DNS6	WS5400DN24S6,WS5400DN16S6,WS5400DN12S6,WS5400DN08S6, WS5400DN04S6
	WS5400DNW6	WS5400DN24W6,WS5400DN16W6,WS5400DN12W6,WS5400DN08W6, WS5400DN04W6
	WS5400RNS6	WS5400RN32S6,WS5400RN24S6,WS5400RN16S6,WS5400RN12S6, WS5400RN08S6
	WS5400RNW6	WS5400RN24W6,WS5400RN16W6,WS5400RN12W6,WS5400RN08W6, WS5400RN04W6
	WS5600DNS6	WS5600DN48S6,WS5600DN36S6,WS5600DN24S6,WS5600DN12S6
WS5000N2 Series	WS5200DNW2	WS5200DN0802W2, WS5200DN0402W2,WS5200DN0202W2
	WS5400DNS2	WS5400DN1604S2,WS5400DN1204S2,WS5400DN0804S2, WS5400DN0404S2
	WS5400DNW2	WS5400DN1204W2,WS5400DN0804W2,WS5400DN0404W2
	WS5400RNS2	WS5400RN1604S2,WS5400RN1204S2,WS5400RN0804S2
	WS5400RNW2	WS5400RN1204W2,WS5400RN0804W2,WS5400RN0404W2
	WS5600DNS2	WS5600DN2406S2,WS5600DN1206S2
WS5000R2 Series	WS5200DR2	WS5200D0802WR2,WS5200D0402WR2,WS5200D0202WR2
	WS5400DR2	WS5400D1204WR2,WS5400D0804WR2,WS5400D0404WR2
	WS5400RR2	WS5400R1604SR2,WS5400R0804SR2,WS5400R1204WR2, WS5400R0804WR2,WS5400R0404WR2
	WS5600DR2	WS5600D2406SR2,WS5600D1206SR2
WS5000 Series	WS5200D	WS5200D0802, WS5200D0402,WS5200D0202
	WS5400D	WS5400D1204,WS5400D0804,WS5400D0404
	WS5400R	WS5400R1604,WS5400R0804,WS5400R1204WE,WS5400R0804WE, WS5400R0404WE
	WS5600D	WS5600D2406,WS5600D1206

*We will update this page for products that have been affected.

Corrective Action

●By applying a batch file that deletes information determined as a hard disk error from the registry, erroneous detection of a hard disk error can be eliminated.
Please refer to this FAQ for the procedure.